

Shipping & Delivery Policy

Last Updated: 2nd July 2026

Thank you for shopping with Ellie B Creations.

This Shipping & Delivery Policy explains how orders are processed, produced, and delivered.

Order Processing

Many of our physical products are made to order through our fulfilment partner, Printful.

Once an order has been placed and payment has been received, production will begin as soon as possible.

Because products are created specifically for each order, processing times may vary depending on product type, order volume, and seasonal demand.

Delivery Estimates

Estimated delivery times are provided for guidance only and are not guaranteed.

Actual delivery times may vary due to factors including:

- Production times
- Postal or courier delays
- Customs processing
- Severe weather
- Public holidays
- High seasonal demand
- Circumstances beyond our control

Shipping Destinations

Ellie B Creations may ship to selected domestic and international destinations.

Available shipping locations and delivery options will be displayed during checkout.

International Orders

For international deliveries, customers may be responsible for any customs duties, taxes, import fees, or other charges imposed by their local authorities.

These charges are not included in the product price or shipping costs and are the responsibility of the customer.

Address Accuracy

Customers are responsible for ensuring that all delivery information is correct at the time of purchase.

Ellie B Creations cannot be held responsible for delays, failed deliveries, or additional costs resulting from incorrect or incomplete shipping information provided during checkout.

Tracking Information

Where tracking is available, customers will receive tracking information once their order has been dispatched.

Tracking availability may vary depending on the product and shipping destination.

Delayed Deliveries

While we aim to ensure orders arrive as quickly as possible, delays can occasionally occur.

Ellie B Creations is not responsible for delays caused by:

- Postal services
- Courier companies
- Customs authorities
- Weather conditions
- Technical issues affecting delivery networks
- Other circumstances outside our reasonable control

Lost Deliveries

If you believe your order has been lost during transit, please contact us as soon as possible.

We will work with our fulfilment and delivery partners to investigate the issue and determine an appropriate resolution.

Digital Products

Digital products are delivered electronically and do not incur shipping charges.

Delivery is typically immediate following successful payment, although occasional technical delays may occur.

If you experience difficulty accessing a digital product, please contact us and we will be happy to assist.

Contact Us

If you have any questions regarding shipping or delivery, please contact:

Email: ellie.burnett@outlook.com